

## CLAIMS

What is claimed is:

- 5           1.       A system for automatically providing a user with at least one potential solution to a problem associated with a medical device, comprising:  
a server system operable to receive data from a medical device, the server system comprising:  
a first database containing historic data for a plurality of medical devices  
10 related to the medical device;  
a second database containing a plurality of solutions to problems associated with the plurality of medical devices; and  
an application service provider that directs the server system to use the data from the medical device to automatically search the first database for historic data  
15 for the medical device and to automatically search the second database for at least one potential solution to a problem associated with the medical device using the data from the medical device and the historic data for the medical device.
- 20           2.       The system as recited in claim 1, wherein the application service provider directs the server system to use the data from the medical device to automatically search the first database for keywords associated with the medical device.
- 25           3.       The system as recited in claim 1, wherein the application service provider directs the server system to automatically search the second database for at least one potential solution to a problem associated with the medical device using the keywords obtained from the first database and the data from the medical device.
4.       The system as recited in claim 3, wherein the application service provider directs the server system to automatically perform the searches of the first

database and the second database in response to a service request transmitted to the server system.

5           5.       The system as recited in claim 1, wherein the service request is transmitted to the server system from the medical device.

10           6.       The system as recited in claim 5, wherein the server system transmits the at least one potential solution to a problem associated with the medical device to the medical device.

            7.       The system as recited in claim 1, wherein the service request is transmitted to the server system from a remote computer.

15           8.       The system as recited in claim 7, wherein the server system transmits the at least one potential solution to a problem associated with the medical device to the remote computer.

            9.       A method of identifying at least one potential solution to a problem associated with a remote medical device, comprising:

20                 sending data from a remote medical device to a service center comprising a database of potential solutions to a problem associated with at least one remote medical device;

                  automatically searching the database of potential solutions for at least one potential solution to a problem associated with the remote medical device in response to one of a request for service and the data from the remote medical device; and

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                  sending the at least one potential solution to a problem associated with the remote medical device from the service center to a service provider via a communications network.

10. The method as recited in claim 9, wherein sending a request for service for service of a remote medical device comprises sending data to enable the service center to identify the remote medical device from a plurality of remote medical devices.

5 11. The method as recited in claim 10, wherein automatically searching the database of potential solutions comprises searching a first database comprising remote medical device data for keywords associated with the remote medical device for use in searching the database of potential solutions for the at least one potential solution to a problem associated with the remote medical device.

10 12. The method as recited in claim 9, wherein sending the at least one potential solution to a problem associated with the remote medical device from the service center to a service provider via a communications network comprises sending an e-mail message containing the at least one potential solution to a problem associated  
15 with the remote medical device to the service provider.

13. A system for identifying at least one potential solution to a problem associated with a remote medical device, comprising:

means for sending data from a remote medical device to a service center;  
20 means for automatically searching a database of potential solutions for at least one potential solution to a problem associated with the remote medical device; and  
means for sending the at least one potential solution to a problem associated with the remote medical device from the service center to a service provider via a communications network.

25 14. A system, comprising:  
a processor-based device; and  
programming instructions to enable the processor-based device to automatically perform a search of a database of solutions to medical device problems in response to a  
30 service request from the remote medical device.

15. The system as recited in claim 14, comprising:

programming instructions to enable the processor-based device to automatically perform a search of a database of medical device data in response to the service request from the remote medical device.

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16. The system as recited in claim 15, comprising:

programming instructions to enable the processor-based device to transmit results of the search of the database of solutions to medical device problems to a service provider via the network.

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17. A computer program stored in a tangible medium, comprising:

programming instructions to enable a processor-based device to automatically perform a search of a database of solutions to problems associated with a medical device in response to at least one of data from the medical device and a service request.

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18. A system for providing a user with at least one potential solution to a problem associated with a medical device, comprising:

a server system operable to receive data from a remote device, the server system comprising:

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a first database containing data for each of a plurality of medical devices;

a second database containing a plurality of solutions to problems associated with the plurality of medical devices; and

programming instructions to enable a user to perform a keyword search of the second database using a keyword provided by the user to identify at least one solution to a problem associated with the medical device,

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wherein the server system receives the data from the remote device and searches the first database for data associated with the medical device and searches the second database using the data from the first database as a keyword along with the at least one keyword provided by the user.

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19. The system as recited in claim 18, comprising programming instructions to enable the server system to send results of the keyword search of the second database to a service provider via the network.

5           20. The system as recited in claim 19, comprising programming instructions to enable the service provider to store the results of the keyword search of the second database at the medical device.

10           21. A method of identifying at least one solution to a problem associated with a specific medical device, comprising:

          providing the system with data to enable the system to identify a category of medical devices that includes the specific medical device;

          directing the system to automatically retrieve data from a database for the device from a database containing historical data for a plurality of devices using the device specific data; and  
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          automatically searching for at least one solution to a problem associated with the device from a database containing solutions to a plurality of problems associated with the device.

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